

United States Digital Service

SPRING 2019 | Matt Cutts, Administrator | usds.gov



MODEL

The U.S. Digital Service (USDS) is a group of technologists working across the Federal Government that uses design and technology **to deliver better services to the American people**. To accomplish this mission, USDS hires top talent from the private sector into government for short-term tours of service.

STAFF VALUE

USDS headquarters staffs approximately 80 top-level designers, engineers, product managers, technical recruiters, and strategists. Most staff members take pay cuts to join civic service.

\$26M

Private sector 80-FTE staff cost (low end)

vs

\$15M

USDS 80-FTE cost

SOURCING EXPERT EXECUTIVES

A substantial number of USDS alumni stay in government/ civic tech. **Alumni serve in positions of leadership at Federal agencies**, including CIO (CMS, OPM), Deputy CIO (OPM), CTO position (VA), and Tech Advisor (FTC). USDS scales tech expertise in government and creates a path for technologists to serve in impactful roles.

OVERALL IMPACT & ROI

From rapidly recovering failed systems, to consolidating services, to designing intuitive interfaces, **USDS has measurable impact** on agencies, recipients of government services, and the American taxpayers.

\$1.1B

Total cost savings over 5 years

1720

Total labor years over 5 years

435%

ROI over 5 years

PROJECTS & IMPACT



VA

VA.gov

Simplifying and improving veteran-facing services by developing a consolidated, user-centered website experience

\$55M

Cost savings via reduced call center volume over 5 years

81%

Increase in online healthcare applications

16%

Increase in customer satisfaction within 3 months

Cloud Modernization

Improving the scalability and reliability of VA's applications by moving data hosting to a cloud infrastructure

\$96M

Cost avoidance in VA Cloud Architecture Costs over 10 years

Appeals System

Streamlining the healthcare appeals process by developing digital tools for both VA employees and Veterans filing for appeal

\$50M

Cost avoidance over 5 years

17

Labor years redirected annually via Caseflow

Projects & Impact (cont.)



DOD

Hack the Pentagon

Securing government defense systems by leveraging the talent of citizen hackers to identify and resolve security vulnerabilities

\$1B

Estimated cost of OPM breach

7k

Critical bugs resolved

15

Bug bounty programs

Move.mil

Improving the moving experience for service members by modernizing the moving logistics system

\$33M

Cost savings over 5 years

16% → 99.8%

Increase in initial successful move applications



USDS

Tech Procurement

Transforming Federal buying by training the acquisition workforce to understand digital service best practices and market intelligence

247

Certified digital service acquisition professionals

9

Agencies with better contracts, e.g. Hack the Pentagon and Farmers.gov



HHS

Medicare Payment System

Catalyzing innovation of value-based payments—while continuing to support fee-for-service models—by modernizing the Medicare payment system

\$575M

Cost avoidance over 5 years

3 → 1

Programs consolidated



GSA

Login.gov

Providing Americans a single, secure government login that makes accessing government services easier, faster, and more secure

\$419M

Cost savings over 10 years

13M+

Registered users since 2017 launch

100%

Multi-factor authentication



SBA

Certify

Helping small businesses compete for government contracts by streamlining the certification process and improving the applicant user experience

\$20M

Cost savings over 5 years

3x

Increase in Women-Owned Small Business programs

595k

Documents uploaded digitally vs. mailed in



DHS

ELIS and MyUSCIS

Reducing workloads and backlogs for both DHS case managers and immigrants by modernizing the immigration system

\$27M

Cost savings over 5 years

5% → 50%

Increase in new workload processed electronically